User's Guide
Online train ticket reservations

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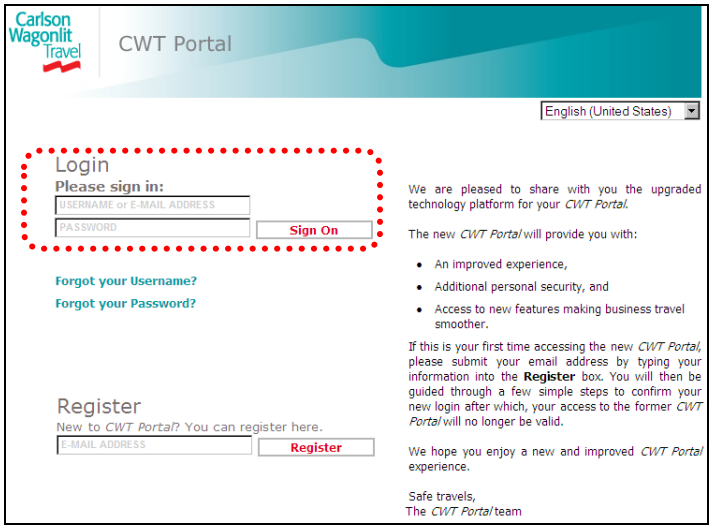
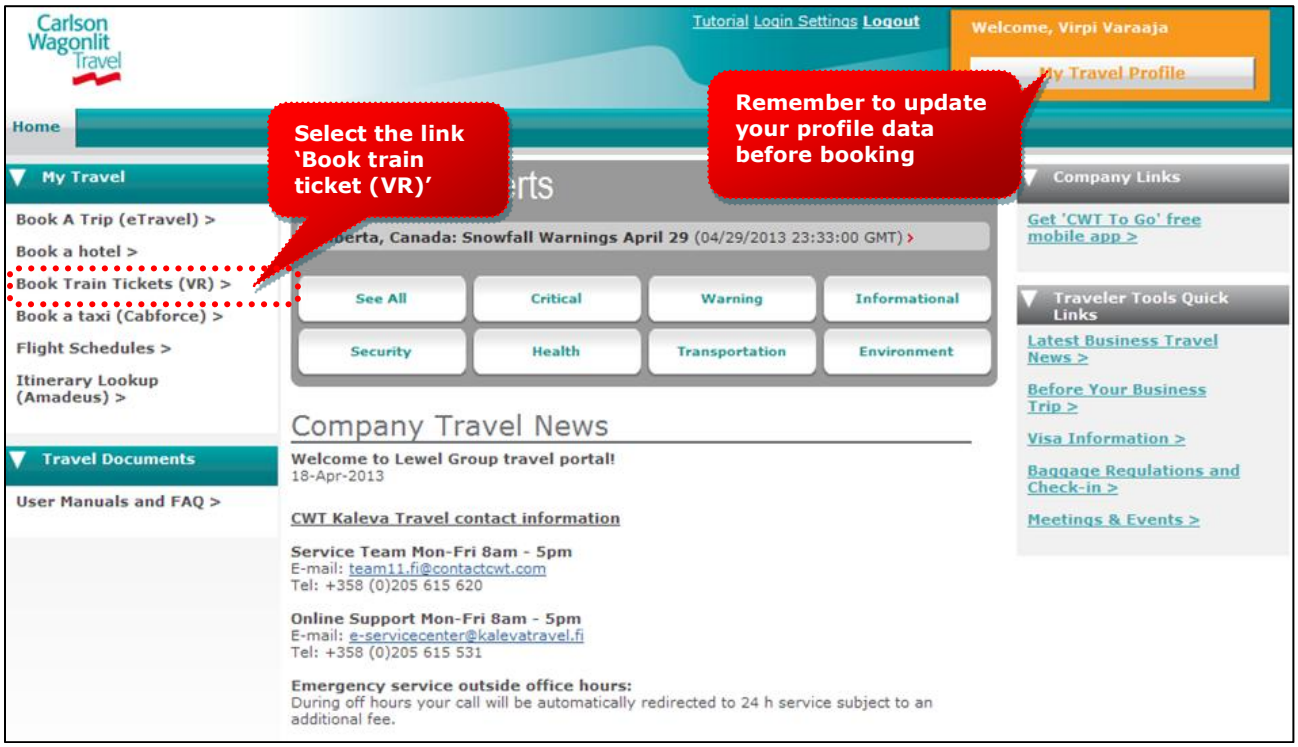
1 Login through the CWT Portal


CWT Portal
English (United States)
Login
Please sign in:
USERNAME or E-MAIL ADDRESS
PASSWORD
Sign On
Forgot your Username?
Forgot your Password?
Register
New to CWT Portal? You can register here.
E-MAIL ADDRESS
Register
We are pleased to share with you the upgraded technology platform for your CWT Portal.
The new CWT Portal will provide you with:
An improved experience,
Additional personal security, and
Access to new features making business travel smoother.
If this is your first time accessing the new CWT Portal, please submit your email address by typing your information into the Register box. You will then be guided through a few simple steps to confirm your new login after which, your access to the former CWT Portal will no longer be valid.
We hope you enjoy a new and improved CWT Portal experience.
Safe travels,
The CWT Portal team

To login to the train ticket booking system, go to the CWT Portal at http://portal.carlsonwagonlit.com

You can use the same user ID and password that you used when you registered in the Portal.

The CWT Portal is an electronic desktop for travel affairs that provides you with access to all essential travel-related information and tools conveniently, with a single login.
Select the link **'Book train ticket (VR)'** to open the booking system.


Tutorial Login Settings Logout
Welcome, Virpi Varaaja
My Travel Profile
Home
Select the link 'Book train ticket (VR)'
Remember to update your profile data before booking
My Travel
Book A Trip (eTravel) >
Book a hotel >
Book Train Tickets (VR) >
Book a taxi (Cabforce) >
Flight Schedules >
Itinerary Lookup (Amadeus) >
Travel Documents
User Manuals and FAQ >
See All
Critical
Warning
Informational
Security
Health
Transportation
Environment
Company Travel News
Welcome to Lewel Group travel portal!
18-Apr-2013
CWT Kaleva Travel contact information
Service Team Mon-Fri 8am - 5pm
E-mail: team11.fi@contactcwt.com
Tel: +358 (0)205 615 620
Online Support Mon-Fri 8am - 5pm
E-mail: e-servicecenter@kalevatravel.fi
Tel: +358 (0)205 615 531
Emergency service outside office hours:
During off hours your call will be automatically redirected to 24 h service subject to an additional fee.
Company Links
Get 'CWT To Go' free mobile app >
Traveler Tools Quick Links
Latest Business Travel News >
Before Your Business Trip >
Visa Information >
Baggage Regulations and Check-in >
Meetings & Events >

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2 Online train ticket reservations

- CWT Train Online allows you to book
  - tickets for **domestic** train routes (ticket types: advance ticket, basic ticket, flexible ticket, and any possible special campaign tickets offered by VR)
  - **multi-tickets and open single tickets**
  - tickets to the **Allegro** train bound for **St. Petersburg**

- Any one online reservation allows for a maximum of **10 persons.**
  A single reservation may contain several traveler types (e.g. adult, student).

- Reservations can be made up to 60 days in advance.

- Travel arrangers may also make reservations for guests. The customer number to be billed is selected during the final stages of the booking.

- Online train ticket reservations **are billed in accordance with your standard travel agency agreement.** The purchases are reported in connection with other travel agency purchases and transferred automatically to your company's travel management application.

- **E-tickets** are delivered to one or more e-mail address and/or mobile phone number. To open a mobile ticket, the traveler needs a mobile or cell phone with internet access.

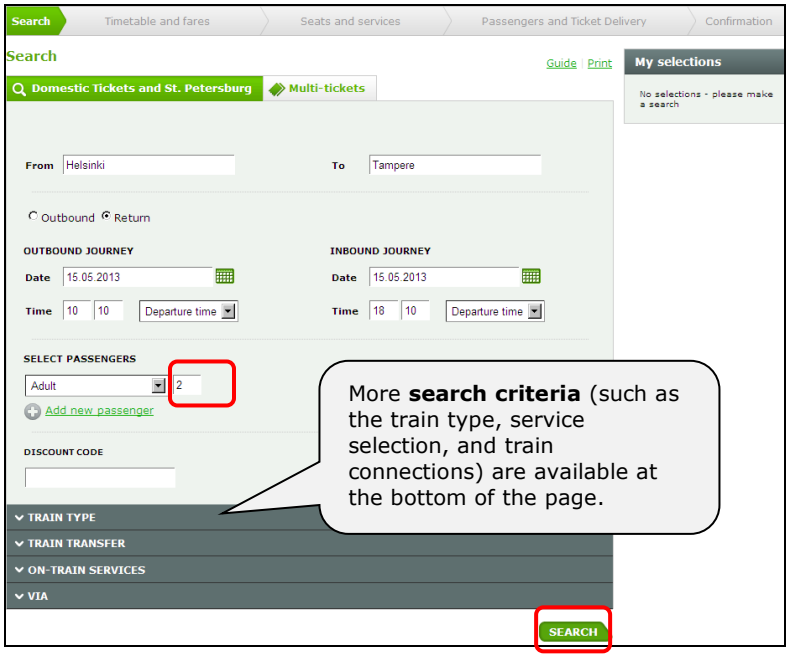
- Online reservations take into account the agreed VR **corporate discount**, provided that your company has informed CWT of the relevant agreement code.

- The train ticket reservations are saved in the **Confirmed bookings** list.

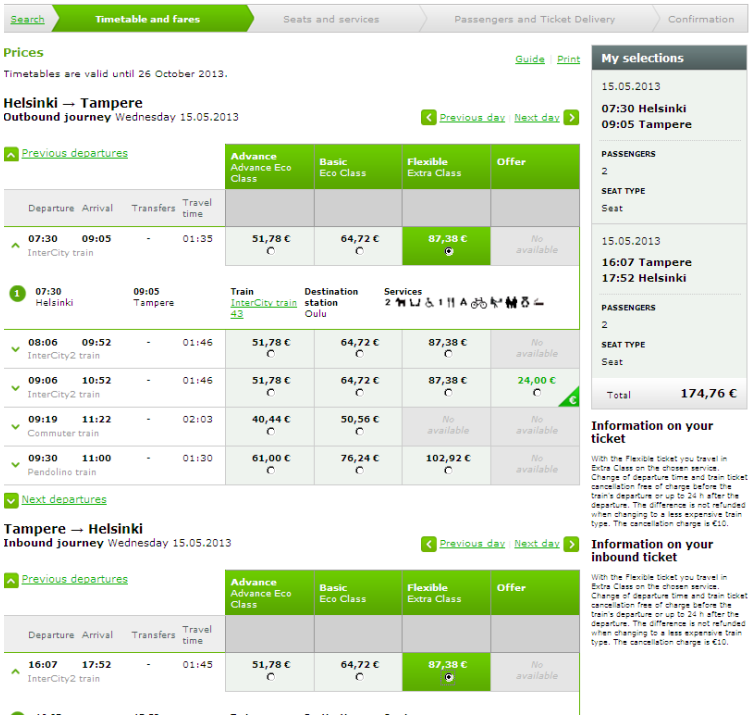
- Reservations may be **canceled** in accordance with user rights up until 15 minutes prior to the departure in question.
  - VR's cancellation fees are EUR 10/ticket/person
  - **N.B.** Advance tickets, multi-tickets, open single tickets, and special offer tickets cannot be canceled

- Changes and partial cancellations to confirmed bookings can be implemented by your own CWT service team **before the train in question departs.**
  - VR's charges are EUR 5/change/person and EUR 10/cancellation/person
  - Changes and cancellations implemented by CWT's service team are subject to the standard train service fee

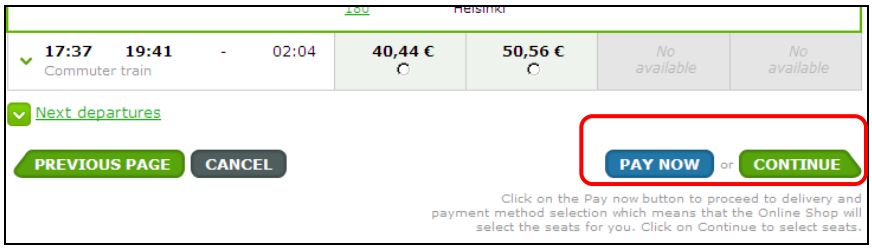
2.1 Domestic train tickets



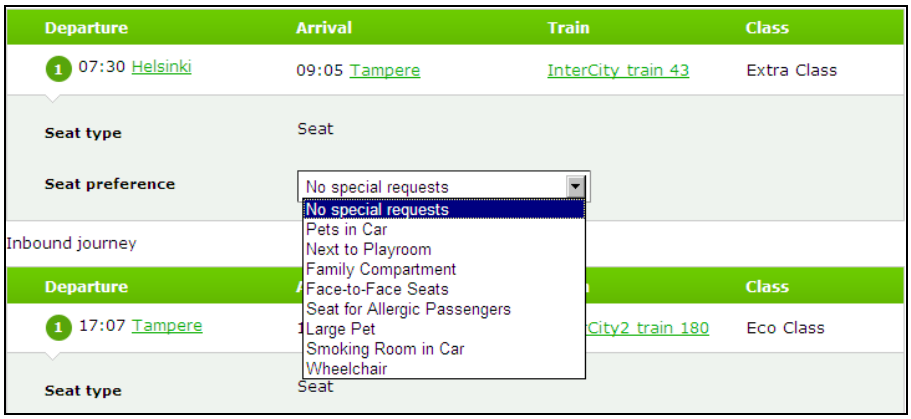
- Enter the route, dates, and times (departure time or arrival time).
- Check and, if necessary, change **the number of travelers.**
- Use the drop-down menu to select **the discount price and traveler types.**
- To include more than one type of traveler in a single booking, select **'Add new passenger'** (e.g. student).
- **Search** for timetables and prices.



- The timetables and prices for the journey to the destination and the return journey are displayed on the same page.
  N.B. Your company's possible contractual discount is accounted for in the prices, provided that you have informed CWT of the relevant agreement code.
- Select the most convenient train and the price type.
- The **'My selections'** shopping cart visible in the right-hand corner is updated according to the selections you make.
- In a reservation that includes more than one person, the system displays, at this point, the journey's **total price.**

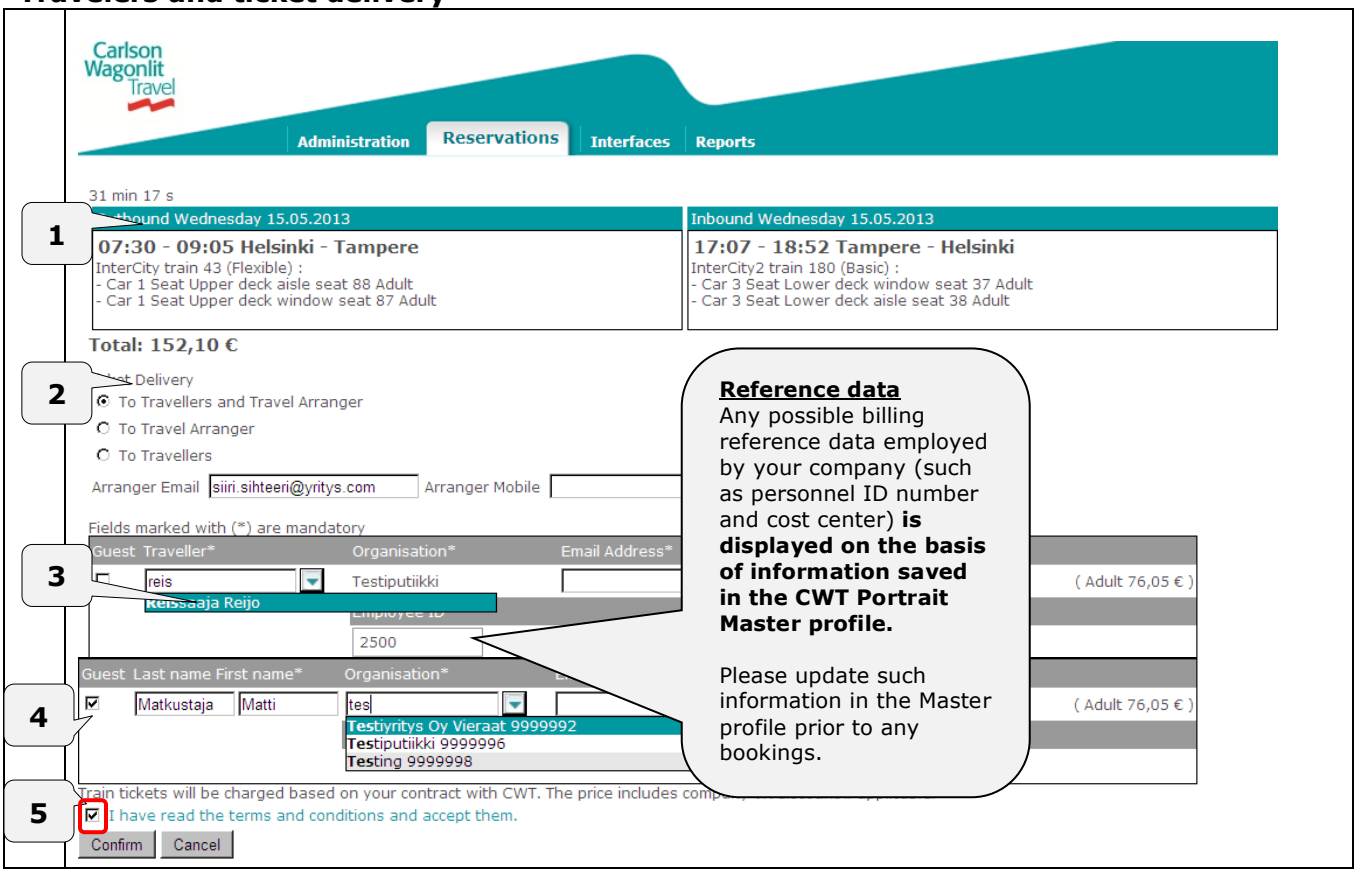

17:37 19:41 - 02:04
Commuter train
40,44 €
50,56 €
No available
No available
Next departures
PREVIOUS PAGE
CANCEL
PAY NOW
or
CONTINUE
Click on the Pay now button to proceed to delivery and payment method selection which means that the Online Shop will select the seats for you. Click on Continue to select seats.

- You can continue the booking without additional selections by clicking on **'Pay now'**, in which case VR's system selects the best seat available and seats the people in the same booking next/close to one another.
- Select **'Continue'** to move to the seat preferences page.



- The Seats and Services page allows you to enter **seat preferences.**
- The drop-down menu displays the options available in the relevant train type (e.g. working car or opposite seat).
- If your booking concerns a night train, you can select a sleeping car compartment or a single sleeping car ticket.

Travelers and ticket delivery


Administration
Reservations
Interfaces
Reports
31 min 17 s
1
Inbound Wednesday 15.05.2013
07:30 - 09:05 Helsinki - Tampere
InterCity train 43 (Flexible) :
- Car 1 Seat Upper deck aisle seat 88 Adult
- Car 1 Seat Upper deck window seat 87 Adult
Inbound Wednesday 15.05.2013
17:07 - 18:52 Tampere - Helsinki
InterCity2 train 180 (Basic) :
- Car 3 Seat Lower deck window seat 37 Adult
- Car 3 Seat Lower deck aisle seat 38 Adult
Total: 152,10 €
2
Delivery
To Travellers and Travel Arranger
To Travel Arranger
To Travellers
Arranger Email siiri.sihteeri@yritys.com
Arranger Mobile
Fields marked with (*) are mandatory
3
Guest Traveller*
Organisation*
Email Address*
reis
Testiputiikki
(Adult 76,05 €)
2500
4
Guest Last name First name*
Organisation*
Matkustaja
Matti
tes
Testiyritys Oy Vieraat 9999992
Testiputiikki 9999996
Testing 9999998
(Adult 76,05 €)
5
Train tickets will be charged based on your contract with CWT. The price includes
have read the terms and conditions and accept them.
Confirm
Cancel
Reference data
Any possible billing reference data employed by your company (such as personnel ID number and cost center) is displayed on the basis of information saved in the CWT Portrait Master profile.
Please update such information in the Master profile prior to any bookings.

1. **Journey itinerary**
   - Includes information on the selected train routes and ticket types, and the seats reserved by the system
   - The page displays the journey's total price and, where applicable, also the price per person

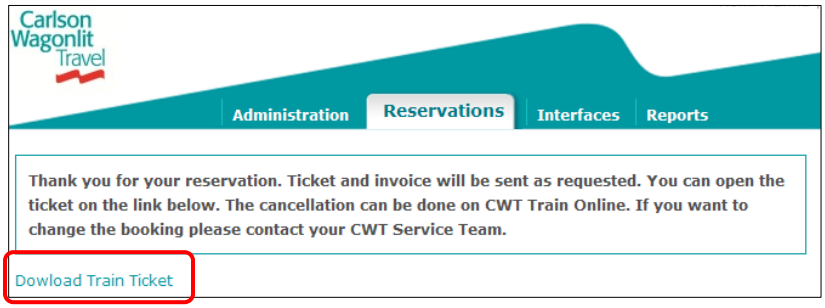
2. **Ticket delivery:** select the person to whom the tickets will be delivered *(this option is available only for users with a travel arranger role)*
   - The travellers and travel arranger
   - Only to the travel arranger
   - Only to the traveller(s)

   If necessary, you can change the e-mail addresses and/or mobile phone numbers

3. **Selection of travelers** *(this option is available only for users with a travel arranger role)*
   - Enter the traveler's name in the field to prompt the system to suggest, automatically, alternatives that match your search
   - You can also open a menu that displays your company's travelers in accordance with your user rights

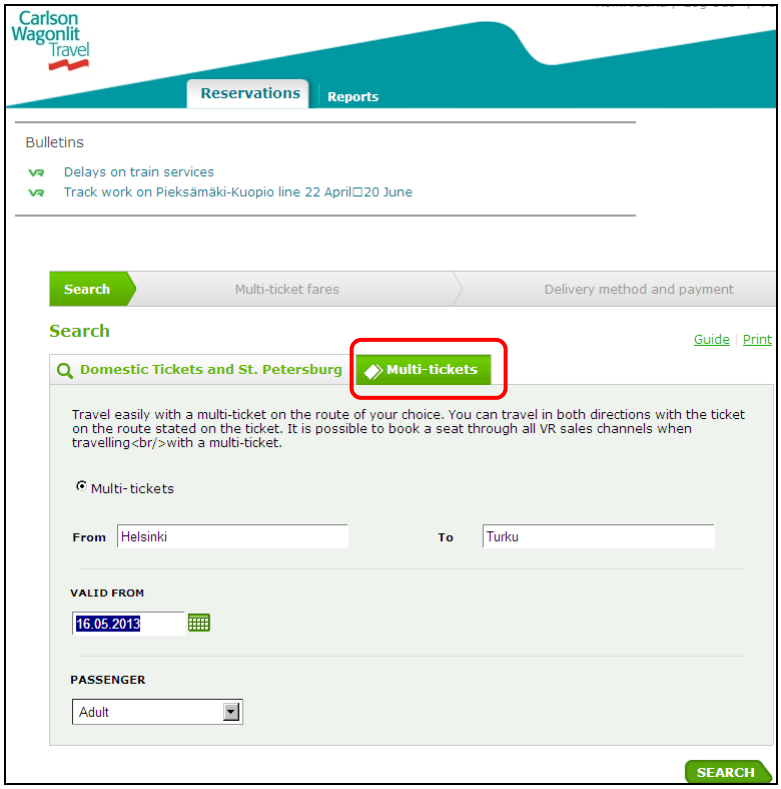
4. **Guest reservations** *(this option is available only for users with the travel arranger role)*
   - Tick the box 'Guest'
   - Enter the guest's family name and given name and select the organisation from the list according to your user rights
   - Continue by entering all other required information, marked with an asterisk (*)

5. After you have entered all the required information, **accept the terms and confirm the booking.**
   If necessary, you can also interrupt the booking.

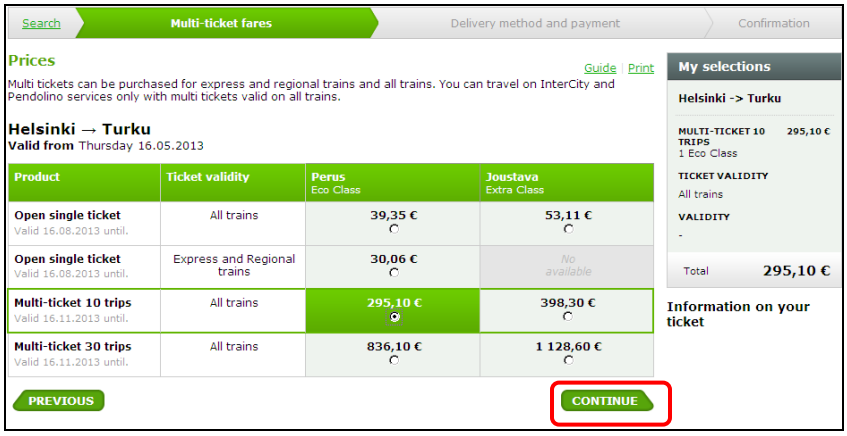

Carlson Wagonlit Travel
Administration
Reservations
Interfaces
Reports
Thank you for your reservation. Ticket and invoice will be sent as requested. You can open the ticket on the link below. The cancellation can be done on CWT Train Online. If you want to change the booking please contact your CWT Service Team.
Dowload Train Ticket

- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link **'Download Train Ticket'.**
- The system sends e-tickets via e-mail and/or to mobile phones.
  N.B. *E-mails arrive per ticket/rail journey. Mobile tickets require mobile phones with internet access.*

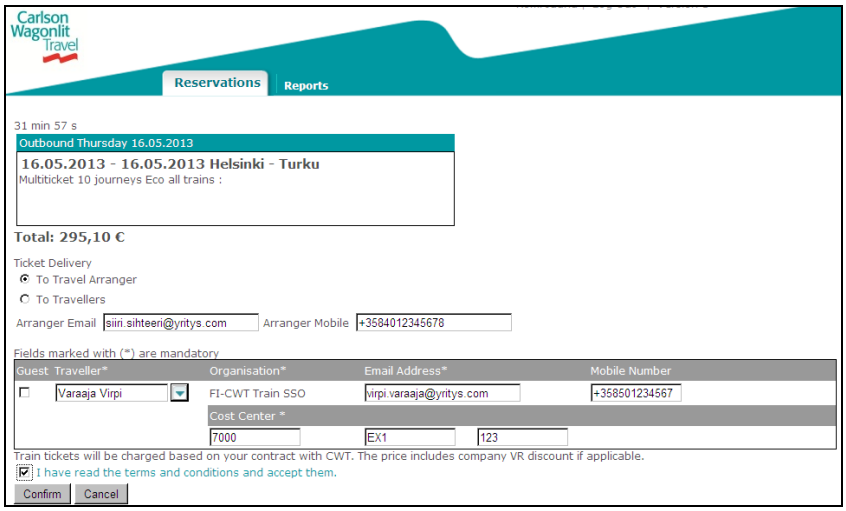
2.2 Multi-ticket and open single ticket


Reservations
Reports
Bulletins
Delays on train services
Track work on Pieksämäki-Kuopio line 22 April–20 June
Search
Multi-ticket fares
Delivery method and payment
Search
Guide | Print
Domestic Tickets and St. Petersburg
Multi-tickets
Travel easily with a multi-ticket on the route of your choice. You can travel in both directions with the ticket on the route stated on the ticket. It is possible to book a seat through all VR sales channels when travelling
with a multi-ticket.
Multi-tickets
From Helsinki
To Turku
VALID FROM
16.05.2013
PASSENGER
Adult
SEARCH

- Select the tab **'Multi-tickets'.**
- Enter the route for which you are reserving tickets. The tickets can be used for both directions.
- You can change the start date for the period of validity. Multi-tickets are valid for six months, an open single ticket for three months.



- The table displays the various options: an open single ticket or multi-tickets for 10 or 30 journeys.
- The price is determined according to the train type and the travel class.
- Select the most convenient alternative and click **'Continue'.**



- The travel itinerary displays the selection you have made and the total price of the tickets.
- The travel arranger role allows you to select the person to whom the tickets are delivered.
  N.B. Multi-tickets and open single tickets are delivered only via e-mail, they are not available as mobile tickets.
- The travel arranger role also allows you to choose the traveler to whom the billing of the multi-tickets is to be allocated.
- Accept VR's terms for the transaction and confirm the reservation.

Administration
Reservations
Interfaces
Reports
Thank you for your reservation. Ticket and invoice will be sent as requested. You can open the ticket on the link below. The cancellation can be done on CWT Train Online. If you want to change the booking please contact your CWT Service Team.
Dowload Train Ticket

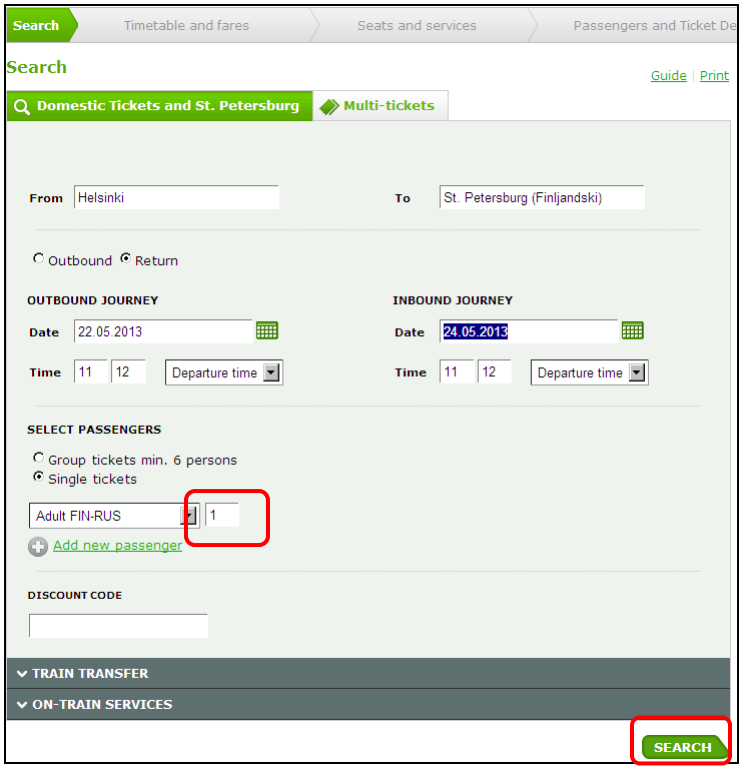
- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link **'Download Train Ticket'.**
- The system sends e-tickets via e-mail.

To make seat reservations for multi-tickets

- call VR's customer service, tel. 0307 20 990 (the number is also shown on the ticket)
- contact the station's ticket sales
- go to VR's online shop
- contact CWT's service team

To make the seat reservation, you will need the booking code shown on the ticket.

2.3 Reservations for the St. Petersburg-bound Allegro train



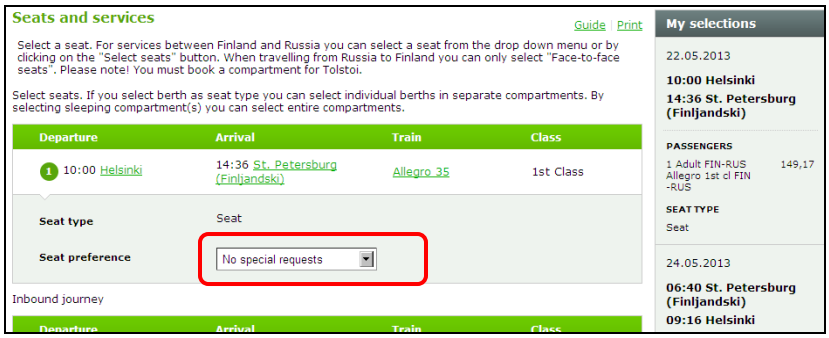
- Enter the route, dates, and times (departure time or arrival time).
- Check and, if necessary, change the **number of travelers.**
- **Search** for timetables and prices.

- The timetables and prices of the journey to the destination and the return journey are displayed on the same page.
  N.B. Your company's possible contractual discount is accounted for in the prices, provided that CWT has been informed of the relevant agreement code.

- Select the most convenient train and the price type. The price types available for the Allegro differ from the price types available for domestic train routes.

- The **'My selections'** shopping cart visible in the right-hand corner is updated according to the selections you make.

- In a reservation that includes more than one person, the system displays, at this point, the journey's **total price.**

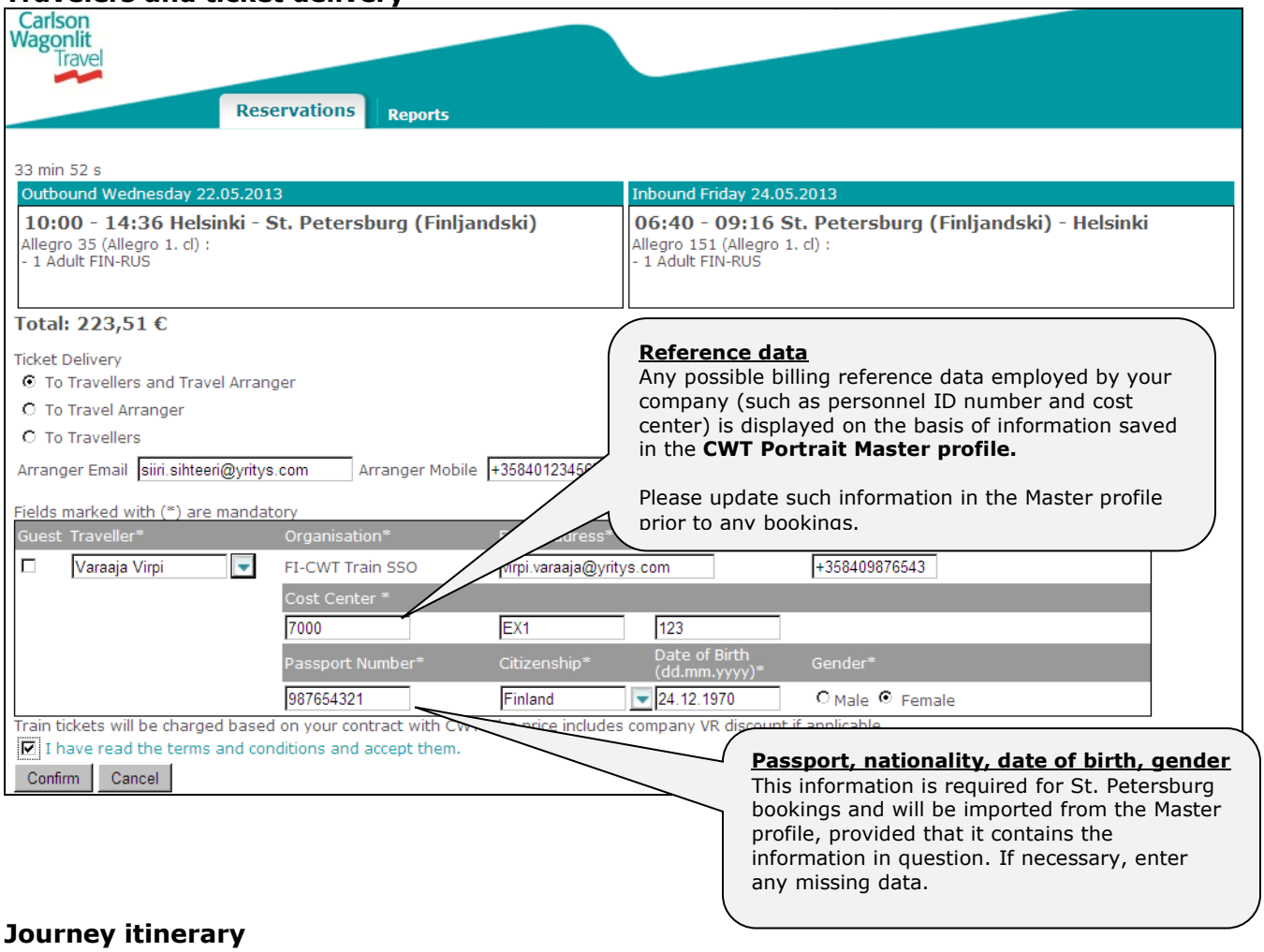

Seats and services
Guide | Print
Select a seat. For services between Finland and Russia you can select a seat from the drop down menu or by clicking on the "Select seats" button. When travelling from Russia to Finland you can only select "Face-to-face seats". Please note! You must book a compartment for Tolstoi.
Select seats. If you select berth as seat type you can select individual berths in separate compartments. By selecting sleeping compartment(s) you can select entire compartments.
Departure Arrival Train Class
10:00 Helsinki
14:36 St. Petersburg (Finljandski)
Allegro 35
1st Class
Seat type
Seat
Seat preference
No special requests
Inbound journey
Departure Arrival Train Class
My selections
22.05.2013
10:00 Helsinki
14:36 St. Petersburg (Finljandski)
PASSENGERS
1 Adult FIN-RUS Allegro 1st cl FIN -RUS
149,17
SEAT TYPE
Seat
24.05.2013
06:40 St. Petersburg (Finljandski)
09:16 Helsinki

- The Seats and Services page allows you to enter **seat preferences.**

- The drop-down menu displays the options available in the relevant train type.

- You can also continue the booking without special preferences or options.

Travelers and ticket delivery


Reservations
Reports
33 min 52 s
Outbound Wednesday 22.05.2013
10:00 - 14:36 Helsinki - St. Petersburg (Finljandski)
Allegro 35 (Allegro 1. cl) :
- 1 Adult FIN-RUS
Inbound Friday 24.05.2013
06:40 - 09:16 St. Petersburg (Finljandski) - Helsinki
Allegro 151 (Allegro 1. cl) :
- 1 Adult FIN-RUS
Total: 223,51 €
Ticket Delivery
To Travellers and Travel Arranger
To Travel Arranger
To Travellers
Arranger Email
siiri.sihteeri@yritys.com
Arranger Mobile
Fields marked with (*) are mandatory
Guest Traveller*
Organisation*
Varaaja Virpi
FI-CWT Train SSO
virpi.varaaja@yritys.com
+358409876543
Cost Center *
7000
EX1
123
Passport Number*
Citizenship*
Date of Birth (dd.mm.yyyy)*
Gender*
987654321
Finland
24.12.1970
Male
Female
Train tickets will be charged based on your contract with CWT
I have read the terms and conditions and accept them.
Confirm
Cancel
Reference data
Any possible billing reference data employed by your company (such as personnel ID number and cost center) is displayed on the basis of information saved in the CWT Portrait Master profile.
Please update such information in the Master profile
Passport, nationality, date of birth, gender
This information is required for St. Petersburg bookings and will be imported from the Master profile, provided that it contains the information in question. If necessary, enter any missing data.

Journey itinerary

- Includes information on the selected train routes and ticket types, and the seats reserved by the system
- The page displays the journey's total price and, where applicable, also the price per person

Ticket delivery: select the person to whom the tickets will be delivered *(this option is available only for users with a travel arranger role)*
If necessary, you can change the e-mail addresses and/or mobile phone numbers

Selection of travelers *(this option is available only for users with a travel arranger role)*

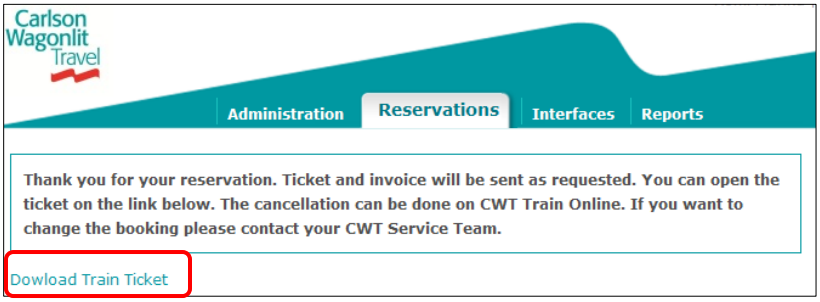
- Enter the traveler's name in the field to prompt the system to suggest, automatically, alternatives that match your search
- You can also open a menu that displays your company's travellers in accordance with your user rights

Guest reservations *(this option is available only for users with the travel arranger role)*

- Tick the box 'Guest'
- Enter the guest's family name and given name and select the organisation from the list according to your user rights
- Continue by entering all other required information, marked with an asterisk (*)

- After you have entered all the required information, **accept the terms and confirm the booking.**

If necessary, you can also interrupt the booking.


Carlson Wagonlit Travel
Administration
Reservations
Interfaces
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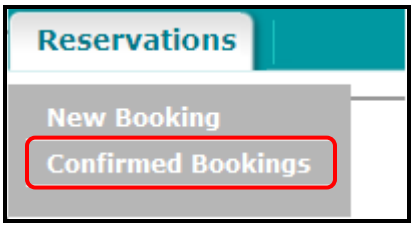
Thank you for your reservation. Ticket and invoice will be sent as requested. You can open the ticket on the link below. The cancellation can be done on CWT Train Online. If you want to change the booking please contact your CWT Service Team.
Dowload Train Ticket

- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link **'Download Train Ticket'.**
- The system sends e-tickets via e-mail and/or to mobile phones. ***N.B.*** *E-mails arrive per ticket/rail journey. Mobile tickets require mobile phones with internet access.*

3 Confirmed bookings

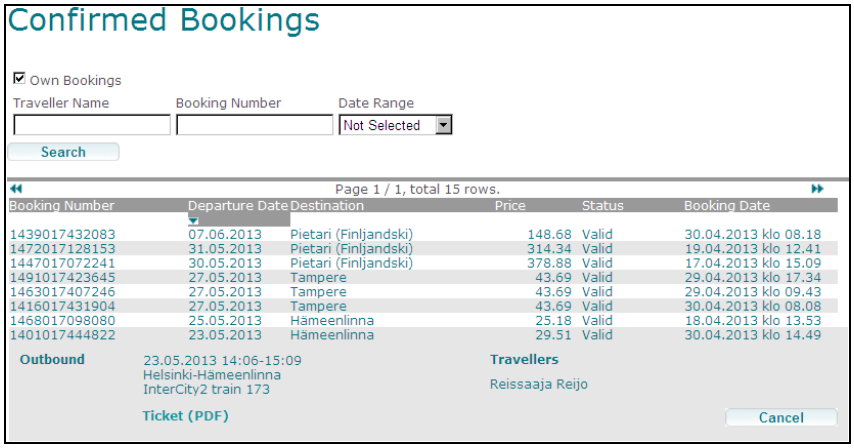
Train ticket reservations made in the online system are saved in the Confirmed bookings list.

You can access the list by selecting **'Confirmed bookings',** under the top menu **'Reservations'**.



- **Travellers** can view any reservations they have made for themselves as well as any reservations made in the same system by a travel arranger or a travel agency which concern the traveler in question.

- **Travel arrangers** can view any reservations they have made themselves as well as any reservations made by others which the travel arranger in question has access to on the basis of his/her organisation rights.

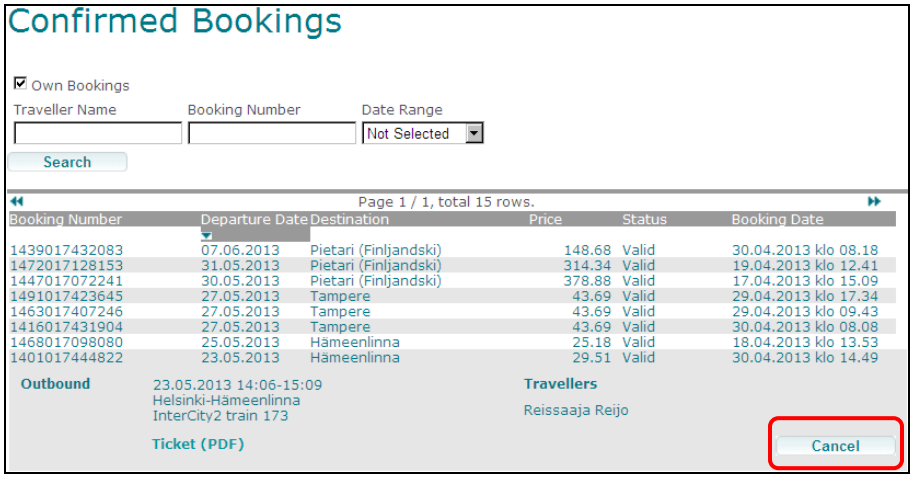


- All reservations concerning a particular user (reservations made by the user in question or reservations in which the user is included as a traveler) are shown by default.
- Reservations can be searched for by travelers' names, booking codes, and/or the time of the journey.
- The reservations are shown in an order that follows the date of departure.
- To view the details of a particular reservation, click on the relevant line.

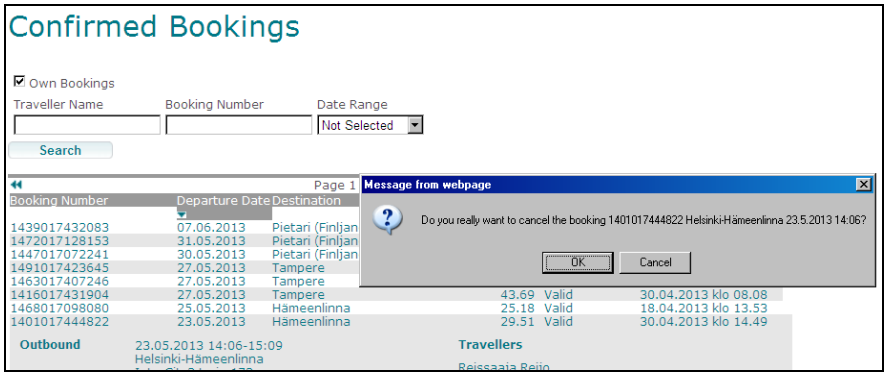
4 Cancellation of online reservations

A train ticket reservation made in the online system may be canceled in the system up until **15 minutes prior to the departure time of the journey in question.**

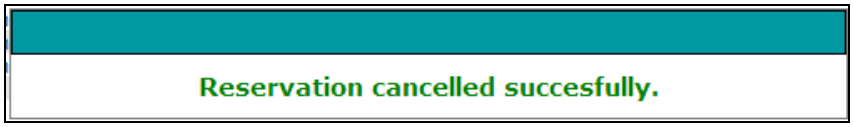
- Cancellations always apply to the entire booking.
- Partial cancellations and changes cannot be implemented through the system; in such cases, please contact your CWT service team.
- VR's cancellation fees are EUR 10/ticket/person.
- Travel arrangers may cancel reservations made by them as well as reservations made by other users.
- Travelers may only cancel reservations they have made themselves.
- Ticket types that do not allow cancellation:
  - Advance ticket
  - Campaign/special offer ticket
  - Open single ticket
  - Multi-ticket



- To cancel your reservation, go to the **Confirmed bookings** page.
- Open the reservation by clicking on the relevant line.
- If the reservation can be cancelled, the **'Cancel'** button will appear on the screen.



- Select **'Cancel';** the system will then ask you to confirm the cancellation.



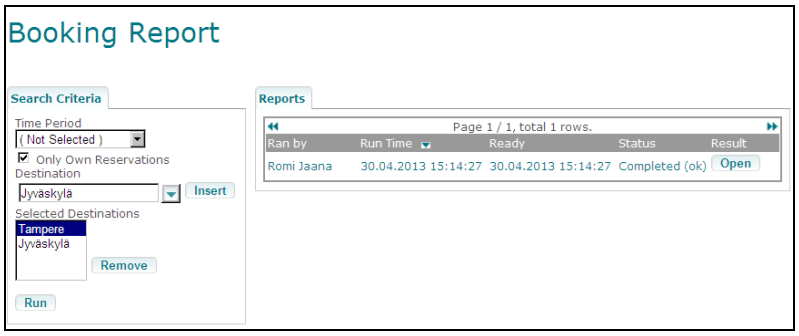
- The system will display the confirmation once the reservation has been canceled.

- The reservation's status will change into **'Canceled'.**

5 Travel arranger's booking report

Train ticket bookings made in the online system are saved and easily accessible through the reservation listing.

Select **'Reports' → 'Booking Report'** from the top menu.



Use the delimitations to your advantage

- travel date or time period
- booking date or time period
- bookings made by you or all the bookings you have the right to view
- one or more destinations; to include more than one destination in your search, click **'Insert'**

Create the report by clicking on **'Run'**.
Once the report is finished, it can be opened through the list.

Booking Report

Ran by	A:2311CFA Sihteeri Siiri
Customer	1AGMPROD CWT Portal Integrations
Run Date	30.4.2013

Booking Date	Booking Time	Travel Arranger	Booking Number	Total Price	Travel Date	Destination	Traveller Name	Organisation	Price per Traveller	Depart Time
19.4.2013	13:47	Sihteeri Siiri	1448017131408	219,64	19.4.2013	Hämeenlinna	Kyllönen Jonna	FI-CWT Train SSO	109,82	14:17
19.4.2013	13:47	Sihteeri Siiri	1448017131408	219,64	19.4.2013	Hämeenlinna	Varaaja Virpi	FI-CWT Train SSO	109,82	14:17
18.4.2013	16:33	Sihteeri Siiri	1463017105207	25,18	3.5.2013	Tampere	Kyllönen Jonna	FI-CWT Train SSO	25,18	16:11